SINGLE LINE
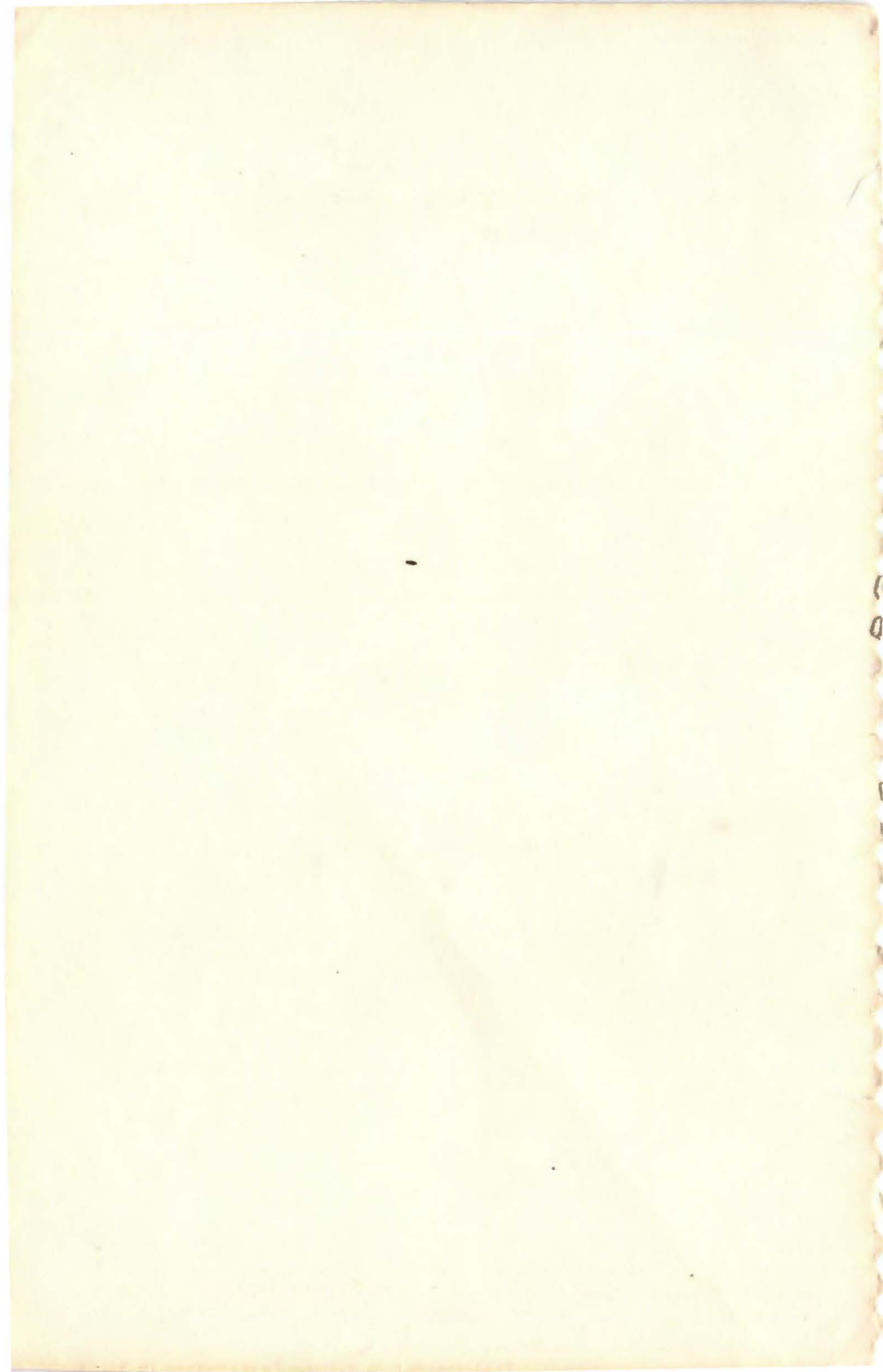# SINGLE LINE
SINGLE LINE
ROLM
SINGLE LINE

USER'S Guide

How To Use Your ROLM® TELEPHONE SYSTEM

Revised February 1984

TABLE OF CONTENTS

TABLE OF CONTENTS (cont'd)

INTRODUCTION

YOUR ROLM TELEPHONE SYSTEM

Welcome to the ROLM family of communications systems. Once you learn how to use your computerized phone system, you''ll be able to forward your calls to another extension, answer a call ringing at another extension, have busy extensions call you back automatically when they become free, and more.

YOUR FEATURES

System features are the functions you can perform with your ROLM telephone other than making and receiving calls, such as putting a caller on hold or transferring and connecting a call.

The ROLM system features you'll be able to use depend on the class of . service that has been assigned to your extension.

Ask your communications manager which features have been assigned to your extension. You can then check ☑ the box by each feature listed in the table of contents that you can use.

How to use your assigned features is covered in the section called USING YOUR FEATURES.

After you become familiar with your features, you can use the QUICK REFERENCE FOR FEATURE CODES section to look up the access codes.

YOUR FACEPLATE

The faceplate on your telephone is a guide to the most commonly used features. Use it as a reminder of the keys you must press to use a feature. For example, to transfer a call, you must flash (THE FLASH FUNCTION, page 7) then press, or key in, * 7 and the number of the extension to which you are transferring the call.

Once you are familiar with the features available to you, you'll find your faceplate to be extremely useful.
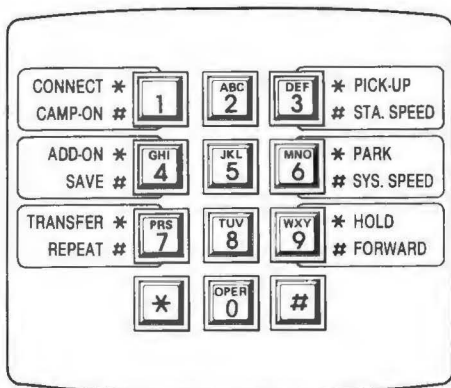
STANDARD TELEPHONE
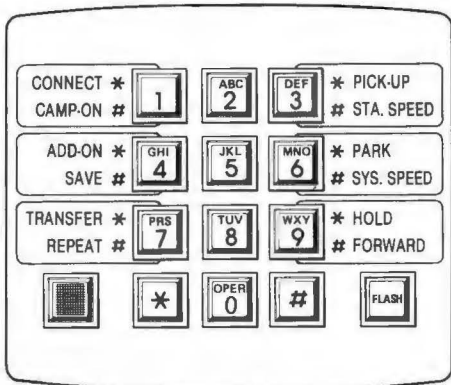
Flashphone ® TELEPHONE

THE DIAL TONE

Before dialing a number or using one of the system features, you **must** listen for a dial tone. The dial tone means that the system is ready to accept your request.

There are two ways to get a dial tone:

- By picking up your receiver.
- By using the flash function.

THE FLASH FUNCTION

The flash function places any call you have in progress on soft (temporary) hold and alerts the ROLM® CBX (computer-controlled business communications system) that you wish to access a feature or dial another party. The soft hold lasts until you hang up or reconnect the call, or for a predetermined length of time.

After you flash, you hear a pulse tone followed by a high-pitched holding tone, which is a type of dial tone. Once you hear the holding tone, you can dial a number or key in a feature code.

There are three important things to remember about the flash function:

- It puts your party on soft hold. If you hang up after flashing, the call immediately rings back on your phone.
- If you dial a wrong number or key in the wrong code after you have flashed, you can flash again; the temporary hold remains in effect.
- If you are not sure whether to flash before using a system feature, remember that you must have dial tone before using a feature. So if you do not have dial tone, flash.

The method you use to flash depends on whether you have a ROLM Flashphone telephone or a standard single-line telephone.
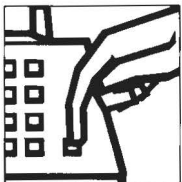
To Flash Using the Hookswitch:
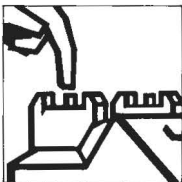
If you have is a standard single-line telephone, press the hookswitch for about one second and listen for the pulse tone followed by the high-pitched holding tone.

NOTE

Holding the hookswitch down for longer than one second can disconnect your call.

To Flash Using the FLASH Key:

If you have a ROLM Flashphone telephone, press the FLASH key on the lower right-hand corner of the keypad and listen for the pulse tone followed by the high-pitched holding tone. The hookswitch's only function on that telephone is to disconnect.

ACCESS CODES

Some calls require that you enter special access codes before they will go through. In this guide, 9 is used as the access code for an outside line. Ask your communications manager what the access codes for your system are.

Access Codes

Outside Line (from page 16) _____

Forced Authorization Code (from page 86) _____

Roving Authorization Code (from page 88) _____

USING YOUR FEATURES

This section covers the steps needed to use the system features.

Each right-hand page contains steps for using one feature. Each left-hand page contains information about the corresponding steps on the right.

Read through and practice the first few features in this section so that you become comfortable with the system before going on to the more complex features.
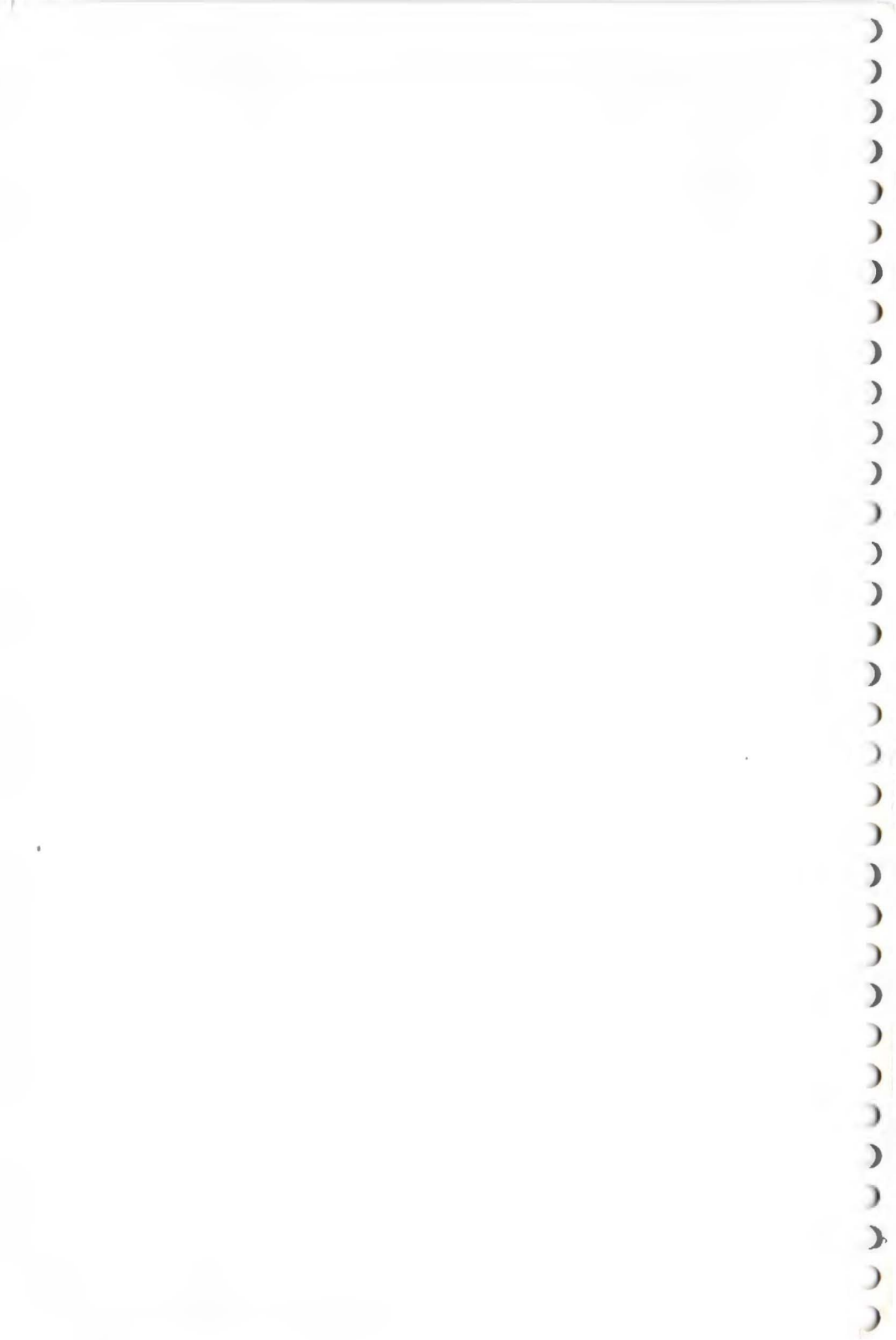
THE BASICS

This section contains steps for using the most basic features:

- Making internal calls
- Making outside calls
- Putting calls on hold
- Transferring calls
- Connecting to calls

INTERNAL CALLS

Calling an extension in your telephone system.

To call an extension in your telephone system, simply dial its extension number.

Calling an extension in your com group.

Members of a com group can call each other by dialing a shortened code number instead of an extension.

A com group of up to 10 members has 2-digit codes. A group of from 11 to 100 members has 3-digit codes.

To call an extension in your com group, simply dial its com group number.

Com Group Numbers

Name	Number
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____
_____	_____

INTERNAL CALLS

To call an extension in your telephone system,

1. Lift receiver.

2. Listen for internal dial tone.

3. Dial extension number.

To call an extension in your com group,

1. Lift receiver.

2. Listen for internal dial tone.

3. Dial com group number.

OUTSIDE CALLS

Making an outside call.

To call outside your system, you need to key in your outside-line access code before dialing the outside number you want to reach.

NOTE

If all outside lines are busy when you make your call, you will hear a fast busy signal. If your system has queuing, you can use the callback queuing feature (CALLBACK QUEUING, page 38) or the standby queuing feature (STANDBY QUEUING, page 42) to wait for the next available outside line.

In this guide, 9 is the access code for an outside line. Ask your communications manager for your outside-line access code.

Your system's outside-line access code _____

OUTSIDE CALLS

To make an outside call,

1. Lift receiver.

2. Listen for internal dial tone.

3. Key in 9 (the outside-line access code).

4. Listen for external dial tone.

5. Dial outside number.

HOLD

Putting a call on hold.

The hold feature allows you to temporarily hang up a line without disconnecting your call. If you do not reconnect to the call on hold, that call automatically rings back after you hang up.

Making another call after putting one on hold.

You can put one call on hold and then make another call.

NOTE

The hold feature is useful when you need to hang up the receiver. If you do not need to hang up the receiver, it is easier to make a second call by putting the caller on soft hold with the flash function (CONSULTATION CALL, page 26).

HOLD

To put a call on hold,

1. Flash.

2. Listen for pulse tone and high-pitched holding tone.

3. Key in * 9.

4. Listen for high-pitched holding tone.

5. Hang up.

To make another call after putting one on hold,

4. Listen for high-pitched holding tone.

5. Dial internal extension number, or key in 9 and dial outside number.

To reconnect with a call on hold,

1. Flash.

2. Listen for high-pitched holding tone.

3. Key in * 1.

TRANSFER

Transferring a call to another extension.

The transfer feature allows you to transfer a call to another extension or to the operator. The operator's extension number is 0.

The connection between the caller and the person to whom the call is being transferred is complete when you hang up.

NOTE

If you reach a busy extension when trying to transfer a call, reconnect and ask if the caller wishes to wait on the busy line (PARK, page 76).

TRANSFER

To transfer a call to another extension,

1. Flash.

2. Listen for pulse tone and high-pitched holding tone.

3. [✱] [PRS 7] Key in ✱ 7.

4. Dial extension number.

5. Announce caller.

6. Hang up. Connection is complete.

To reconnect with the original caller if you reach a busy or unanswered extension, or if the intended party refuses the call,

1. Flash.

2. Listen for pulse tone and high-pitched holding tone.

3. [✱] [1] Key in ✱ 1.

CONNECT

Connecting with a call on hold, a parked call, or a newly available outside line after receiving a callback.

The connect feature allows you to

- Reconnect with a call on hold (HOLD, page 18).

- Accept a call that has been parked on your extension (PARK, page 76).

- Connect with an outside line after you receive a callback (CALLBACK QUEUING, page 38).

Reconnecting with a transferred call, alternating between parties, or connecting with a camped-on call.

The connect feature also allows you to

- Reconnect with a transferred call if the party to whom you are transferring does not want to take the call, or if the extension is busy or is not answered (TRANSFER, page 20).

- Alternate between two parties (CONSULTATION CALL, page 26).

- Accept a call that has been camped on to your extension (AUTOMATIC CAMP-ON, page 34).

CONNECT

**To connect with a call on hold, a parked call, or a newly available
outside line after receiving a callback,**

1. Lift receiver.

2. Listen for pulse tone and high-pitched holding tone.

3. ⋆ 1   Key in * 1.

**To reconnect with a transferred call, to alternate between parties, or
to connect with a camped-on call,**

1. Flash.

2. Listen for pulse tone and high-pitched holding tone.

3. ⋆ 1   Key in * 1.

MAKING CALLS

This section contains the features available when making calls. They are

- Consultation call
- Conference call
- Callback camp-on
- Automatic camp-on
- Message reminder
- Callback queuing
- Standby queuing
- System speed calling
- Station speed calling
- Save and repeat
- Paging
- Intercom call
- Dial call
- Executive override

CONSULTATION CALL

Consulting with a second party during a call.

The consultation call feature allows you to talk privately with a second party while the first party is on soft hold. You can then use the connect feature (CONNECT, page 22) to alternate between the two parties.

This feature is similar to the hold feature (HOLD, page 18); in both cases, you put the caller on hold. The difference between the two is that with the consultation call feature, you cannot hang up the receiver.

CONSULTATION CALL

To consult with a second party during a call,

1. Flash.

2. Listen for pulse tone and high-pitched holding tone.

3. Dial extension number, or key in 9 and dial outside number.

4. Talk with second party.

To return to the original caller,

1. Flash.

2. Listen for pulse tone and high-pitched holding tone.

3. ⟨✳⟩ ⟨1⟩ Key in ✳ 1.

CONFERENCE (ADD-ON) CALL

Setting up a conference call.

The conference call feature allows you to join up to eight parties, including yourself, in a telephone conversation. Two of the parties can be on outside lines. If a called party refuses the conference, is busy or doesn't answer, you can reconnect to the conference (page 31).

NOTE

Call the first party, then use the steps on the next page to add each new party.

Conference calling on the CBX II 9000.

Once you establish a conference call (more than two parties), only you as the originator of the conference can add other parties.

You also can delete the last party you added to the conference. This is useful when you unintentionally add a busy or unanswered extension (page 31).

CONFERENCE (ADD-ON) CALL

To set up a conference call after getting the first party on the line,

1. Flash.

2. Listen for pulse tone and high-pitched holding tone.

3. Dial extension number, or key in 9 and dial outside number.

4. Inform the called party that this is a conference call.

5. Flash.

6. Listen for pulse tone and high-pitched holding tone.

7. Key in * 4.

8. Talk to parties.

9. To add more parties, repeat steps 1–8.

CONFERENCE (ADD-ON) CALL (Continued)

To reconnect to the conference if a called party refuses the conference, is busy, or doesn't answer,

1. Flash.

2. Listen for pulse tone and high-pitched holding tone.

3. Key in * 1.

To delete the last party added,

1. Flash.

2. Listen for pulse tone and high-pitched holding tone.

3. Key in * * 4.

CALLBACK CAMP-ON

Camping on to a busy extension.

The callback camp-on feature automatically calls you back (with a long ring) when the busy extension you are trying to reach becomes free. When you answer, you hear the extension you called begin to ring. You can only camp on to one extension at a time.

CALLBACK CAMP-ON

To camp on to a busy extension,

1. Listen for busy signal.

2. Flash.

3. Listen for pulse tone and high-pitched holding tone.

4. # 1 Key in # 1.

5. Listen for internal dial tone.

6. Hang up.

To cancel the callback camp-on,

1. Lift receiver.

2. Listen for dial tone.

3. # # 1 Key in # # 1.

4. Hang up.

AUTOMATIC CAMP-ON

Automatically camping on to a busy extension.

The automatic camp-on feature allows you to simply stay on the line in order to camp on to a busy extension. As soon as the extension is free, your call rings through.

NOTE

When an internal call camps on to your extension, you hear a single-beep tone. When an outside number camps on to your extension, you hear a double-beep tone.

When you hear the camp-on tone, you have two options:

- Use the connect feature (CONNECT, page 22) to connect with the camped-on call right away.

- Ignore the camp-on tone; the caller rings through to you as soon as you have completed your first call.

When you reach a busy extension, you first hear a busy signal. You then may hear music if it is installed in your system. If you hear a fast busy tone, indicating that someone already has camped on to that extension, you cannot use the automatic camp-on feature.

AUTOMATIC CAMP-ON

To automatically camp on to a busy extension,

1. Listen for busy signal.

2. Stay on the line.

To cancel the automatic camp-on,

1. Hang up.

MESSAGE REMINDER

Leaving a message reminder on an ETS® or ROLMphone® 400 telephone.

The message reminder feature allows you to leave a message on an unanswered ETS set or ROLMphone 400 digital telephone.

Your extension number (or your name and extension number) appears on the called party's phone.

MESSAGE REMINDER

To leave a message reminder on an ETS or ROLMphone 400 telephone,

1. Listen for ringing tone.

2. Flash.

3. Listen for pulse tone and high-pitched holding tone.

4. # 1 Key in # 1.

5. Listen for internal dial tone.

6. Hang up.

CALLBACK QUEUING

Queuing for an outside line.

The callback queuing feature puts you on an automated waiting list, or queue, for the next available outside line.

This feature automatically calls you back with a long ring when an outside line becomes free. When you answer the callback using the connect feature, you hear a high-pitched holding tone.

NOTE

You hear a fast busy signal when all outside lines are busy.

Postponing the callback.

If you are busy and wish to talk with the called party later, you can postpone the callback queuing for approximately 10 minutes by simply lifting the receiver when you hear the callback and then hanging up.

The phone rings again with a long ring at the end of the postponement period. You can postpone the callback queuing only once.

CALLBACK QUEUING

To queue for an outside line you have dialed,

1. Listen for fast busy signal.

2. Flash.

3. Listen for pulse tone and high-pitched holding tone.

4. Key in # 1.

5. Hang up.

To postpone the callback,

1. Listen for long ring.

2. Lift receiver.

3. Listen for pulse tone and high-pitched holding tone.

4. Hang up.

CALLBACK QUEUING (Continued)

To accept a callback,

1. Listen for long ring.

2. Lift receiver.

3. Flash.

4. Listen for pulse tone and high-pitched holding tone.

5. Key in * 1.

STANDBY QUEUING

Automatically queuing for an outside line.

The standby queuing feature allows you to stay on the line and wait for a busy outside line to become free. When it does, you hear a low double-beep tone, and the ROLM system automatically places the call for you.

NOTE

You hear a fast busy signal when all outside lines are busy.

STANDBY QUEUING

To automatically queue for an outside line you have dialed,

1. Listen for fast busy signal.

2. Remain on the line.

3. Listen for low double-beep tone, which means the system is placing the call.

SYSTEM SPEED CALLING

Making a system speed call.

The system speed calling feature allows you to call a predetermined central list of frequently called numbers, by dialing only a few digits.

Refer to your directory for a listing of the speed numbers for your system.

SYSTEM SPEED CALLING

To make a system speed call,

1. Lift receiver.

2. Listen for internal dial tone.

3. Key in # 6.

4. Dial system speed number.

STATION SPEED CALLING

Setting up or changing a station speed code.

The station speed calling feature allows you to use one-digit codes to dial the extension numbers and outside numbers you use most frequently.

You make up your own directory containing up to 10 extension numbers and outside numbers, and you assign each number to a station speed code (0 to 9).

Station Speed Codes
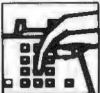
Code	Name/Telephone Number
0	
1	
2	
3	
4	
5	
6	
7	
8	
9	

STATION SPEED CALLING

To set up or change a station speed code,

1. Lift receiver.

2. Listen for internal dial tone.

3. [#] [#] [DEF 3] Key in # # 3.

4. Key in station speed code (0–9).

5. Dial extension number, or key in 9 and dial outside number.

6. Hang up.

To make a station speed call,

1. Lift receiver.

2. Listen for internal dial tone.

3. [#] [DEF 3] Key in # 3.

4. Key in station speed code.

SAVE AND REPEAT

Saving an outside number you have dialed.

With the save and repeat feature, you can ask the system to remember (save) an outside number. After saving the number, you can automatically redial that number by using the repeat feature. You can use this feature after receiving a busy signal, before the call is answered, during the conversation, or just before you hang up.

Saving an extension number on the CBX II 9000.

You also can save and repeat an extension number on the CBX II 9000.

NOTE

You can save only one number at a time from your extension. Each time you save a number, you erase the number you previously saved.

SAVE AND REPEAT

To save an outside number you have dialed,

1. Lift receiver.

2. Listen for internal dial tone.

3. Key in 9 and dial outside number (CBX II 8000 and 9000), or dial extension number (CBX II 9000).

4. Flash.

5. Listen for pulse tone and high-pitched holding tone.

6. # GHI 4 Key in # 4.

To repeat your saved number,

1. Lift receiver.

2. Listen for internal dial tone.

3. # PRS 7 Key in # 7.

PAGING

Using your system's paging system.

```
┌─────────────────────────────────────┐
│                 NOTE                 │
│                                      │
│   Ask  your  communications  manager │
│   whether your system has paging.    │
└─────────────────────────────────────┘
```

Your system's paging access code _____

PAGING

To use your system's paging system,

1. Lift receiver.

2. Listen for internal dial tone.

3. Dial paging access code.

4. State message twice.

5. Hang up.

INTERCOM CALL

Transmitting a call through a speaker.

The intercom call feature allows you to transmit your call directly through the speaker on a ROLMphone or ETS telephone to a member of you com group (INTERNAL CALLS, page 14).

INTERCOM CALL

To make an intercom call,

1. Lift receiver.

2. Listen for internal dial tone.

3. Flash.

4. ⨯ ⨯ [MNO 6] Key in * * 6.

5. Dial com group number.

6. Listen for high-low beep tone.

7. Begin conversation.

DIAL CALL

Transmitting a call through any ETS or ROLMphone speaker.

The dial call feature allows you to speak from your single-line receiver through the speaker on any ETS or ROLMphone extension.

DIAL CALL

To transmit a call through any ETS or ROLMphone speaker,

1. Lift receiver.

2. Listen for internal dial tone.

3. `*` `TUV 8` Key in * 8.

4. Dial ETS or ROLMphone number.

5. Listen for single-beep tone.

6. State message.

7. Hang up.

EXECUTIVE OVERRIDE

Breaking through to a busy or blocked extension.

You can use the executive override feature only if your extension has been assigned a special class of service. Ask your communications manager whether you have been assigned this special class of service.

This feature, which is intended for high priority and emergency internal calls, allows you to enter a conversation on a busy extension or to break through the do not disturb mode.

NOTE

The executive override feature does not interrupt a privacy call.

EXECUTIVE OVERRIDE

To break through to a busy or blocked extension,

1. Listen for busy signal.

2. Flash.

3. Listen for pulse tone and high-pitched holding tone.

4. **#** **TUV 8** Key in # 8.

5. Listen for half-ring (CBX II 8000) or for override tone and ring tone (CBX II 9000).

ANSWERING CALLS

This section contains the features available when answering calls. They are

- Call pick-up
- Group pick-up
- Night call
- Message waiting

CALL PICK-UP

Answering a call to any extension.
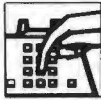
The call pick-up feature allows you to answer a call to any extension you hear ringing, as long as you know its number. You also can use this feature for calls that are on hold at another extension.

CALL PICK-UP

To answer a call to any extension,

1. Lift receiver.

2. Listen for internal dial tone.

3. Key in * 3.

4. Dial number of ringing extension or extension on hold.

To answer a call to another extension when you are talking on your phone,

1. Flash.

2. Key in * 3.

3. Dial number of ringing extension.

4. Help party.

5. Key in * 1 to reconnect to first party.

GROUP PICK-UP

Answering a call ringing on any extension in your pick-up group.

The group pick-up feature allows you to pick up a call to a ringing extension in your pick-up group, a designated group of phones in your work area, without knowing its extension number. Not all phones in your work area are necessarily in your pick-up group. Ask your communications manager which extensions are members of your group.

NOTE

You can't pick up a call on hold with the group pick-up feature. Use the call pick-up feature (CALL PICK-UP, page 56) for calls on hold.

**Members of
Your Pick-up Group**

_____

_____

_____

_____

_____

_____

_____

_____

_____

GROUP PICK-UP

To answer a call to any extension in your pick-up group,

1. Lift receiver.

2. Listen for internal dial tone.

3. ***** ***** **DEF 3** Key in * * 3.

To answer a call to any extension in your pick-up group when you are talking on your phone,

1. Flash.

2. ***** ***** **DEF 3** Key in * * 3.

3. Help party.

4. ***** **1** Key in * 1 to reconnect to first party.

NIGHT CALL

Answering an incoming night call.

This feature allows you to answer an incoming call when the operator is off duty.

Once you have answered the call, you can transfer it to the appropriate person.

NOTE

To transfer a night call, use the transfer feature (TRANSFER, page 20).

To reconnect to a call you have been unable to transfer, use the connect feature (CONNECT, page 22).

NIGHT CALL

To answer an incoming night call,

1. Lift receiver.

2. Listen for internal dial tone.

3. Key in * 3 0.

MESSAGE WAITING

Receiving a message when your message waiting lamp is flashing.

The message waiting feature informs you that the message center or the operator has taken a message for you.

In some systems, the message waiting lamp flickers when the phone rings. You then can identify which phone is ringing in an open-office environment.

The message waiting lamp lights steadily in some systems while your phone is in the do not disturb or call forwarding modes. If the message center receives a call for you while your phone is in either of these modes, the message waiting lamp changes from a steady glow to a flashing light.

NOTE

You must have a ROLM Flashphone or other message waiting telephone to use the message waiting feature.

Stopping the flashing message waiting lamp.

If the message waiting lamp does not stop flashing automatically, you can stop the flashing yourself.

MESSAGE WAITING

To receive a message when your message waiting lamp is flashing,

1. Lift receiver.

2. Listen for internal dial tone.

3. Dial message center or operator.

4. Receive message.

5. Hang up.

To stop the flashing message waiting lamp,

1. Lift receiver.

2. Listen for internal dial tone.

3. [*] [JKL 5] [ABC 2] Key in * 5 2.

4. Hang up.

FORWARDING CALLS

This section contains the features available for forwarding calls that come to your phone. They are

- Call forwarding
- Follow-me call forwarding
- Off-system call forwarding
- Park

CALL FORWARDING

Forwarding your calls to another extension.

The call forwarding feature allows you to send, or forward, your calls to another extension.

A member of your com group (INTERNAL CALLS, page 14) can override call forwarding by dialing your com group number.

CALL FORWARDING

To forward your calls to another extension,

1. Lift receiver.

2. Listen for internal dial tone.

3. Key in # 9.

4. Dial number of extension to receive your calls.

5. Hang up your receiver upside down as a reminder that you forwarded your calls.

To cancel call forwarding from your extension,

1. Lift receiver.

2. Listen for internal dial tone.

3. Key in # # 9.

4. Hang up.

FOLLOW-ME CALL FORWARDING

Forwarding your calls from a forwarded location to subsequent extensions.

The follow-me call forwarding feature allows you to continue to forward your calls, but to a different extension. This type of forwarding must be done at the extension receiving your calls.

FOLLOW-ME CALL FORWARDING

To forward your calls from a forwarded location to subsequent extensions,

1. Lift receiver.

2. Listen for internal dial tone.

3. Dial your extension number.

4. Listen for internal dial tone.

5. Dial number of next extension to receive your calls.

6. Hang up.

To cancel forwarding from the extension receiving your calls,

1. Lift receiver.

2. Listen for internal dial tone.

3. Dial your extension number.

4. Listen for internal dial tone.

5. Hang up.

OFF-SYSTEM CALL FORWARDING

Forwarding your calls to an outside number.

In some systems, you can forward the calls that come to your extension to an outside number. You can forward

- All calls
- Only outside calls
- Only internal calls

A member of your com group (INTERNAL CALLS, page 14) can override off-system call forwarding by dialing your com group number.

OFF-SYSTEM CALL FORWARDING

To forward your calls to an outside number,

1. Lift receiver.

2. Listen for internal dial tone.

3. **# 9** — Key in # 9 to forward all calls.

   OR

   # 9 # — Key in # 9 # to forward only outside calls.

   OR

   # 9 * — Key in # 9 * to forward only internal calls.

4. **9** — Key in 9 (the trunk access code).

5. Dial outside number to receive your calls.

6. Hang up your receiver upside down as a reminder that you forwarded your calls.

To cancel off-system call forwarding,

1. Lift receiver.

2. Listen for internal dial tone.

3. **# # 9** — Key in # # 9.

4. Hang up.

PARK

Parking a call on an extension.

The park feature allows you to simultaneously transfer a call to an extension and hold it there.

This feature is useful when you want to

- Continue a conversation at a different extension. The call does not ring at that extension.

- Transfer a call to a busy extension. The called party hears a short beep when you park the call.

You hear error tone if you try parking a call on an extension on which a call has already been parked, an extension in the do not disturb mode, or an extension of an unavailable ACD agent.

PARK

To park a call on an extension,

1. Flash.

2. Listen for pulse tone and high-pitched holding tone.

3. ✱ 6 Key in * 6.

4. Dial new extension number.

5. Listen for internal dial tone.

6. Hang up.

To connect with a call parked on your extension,

1. Flash.

2. Listen for pulse tone and high-pitched holding tone.

3. ✱ 1 Key in * 1.

BLOCKING CALLS

This section contains the features available for blocking calls to your phone. They are

- Do not disturb
- Privacy call

DO NOT DISTURB

Blocking incoming calls.

The do not disturb feature allows you to temporarily block incoming calls to your extension. If you have a Flashphone telephone, the indicator lamp lights steadily when you are in the do not disturb mode.

NOTE

You can continue to make calls from your extension after using the do not disturb feature.

A member of your com group (INTERNAL CALLS, page 14) can override the do not disturb mode by dialing your com group number.

DO NOT DISTURB

To block incoming calls,

1. Lift receiver.

2. Listen for internal dial tone.

3. # 5 Key in # 5.

4. Hang up.

To cancel the do not disturb feature,

1. Lift receiver.

2. Listen for internal dial tone.

3. # # 5 Key in # # 5.

4. Hang up.

PRIVACY CALL

Setting up a privacy call before you dial a number.

The privacy call feature prevents the camp-on or executive override features from interrupting your call. Because the privacy call feature prevents interruptions, use it before you make a data call, whereby you transfer information over wires using modems.
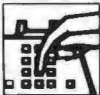
The privacy call feature remains in effect only for the duration of that call.

Setting up a privacy call during a conversation.

You can use this feature when you are already involved in a conversation.

PRIVACY CALL

To set up a privacy call before you dial a number,

1. Lift receiver.

2. Listen for internal dial tone.

3. [#] [ABC 2] Key in # 2.

4. Dial extension number, or key in 9 and dial outside number.

To set up a privacy call during a conversation,

1. Flash.

2. Listen for pulse tone and high-pitched holding tone.

3. [#] [ABC 2] Key in # 2.

4. Continue conversation.

USING AUTHORIZATION CODES

Some systems require authorization codes to access outside lines or system features, for example. They are

- Forced authorization code
- Roving authorization code
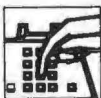
FORCED AUTHORIZATION CODE

Using your forced authorization code to make an outside call.

Some extensions are assigned a class of service that does not enable them to call an outside number. The forced authorization code allows you to use your class of service to access an outside line from any extension.

Your forced authorization code _____

FORCED AUTHORIZATION CODE

To use your forced authorization code to make an outside call,

1. Lift receiver.

2. Listen for internal dial tone.

3. Key in 9 (the outside-line access code).

4. Listen for high-pitched holding tone or double-beep tone.

5. Dial forced authorization code.

6. Listen for external dial tone or triple-beep tone followed by external dial tone.

7. Dial outside number.

ROVING AUTHORIZATION CODE

Using the roving authorization code to make an outside call.

The roving authorization code allows you to temporarily raise the class of service of a phone with limited features (such as an extension that can only be used to call the operator) to access the advanced features in your system.

After you enter the roving authorization code, which is the same for all users of your system, you must use your own forced authorization code (page 86).

Your system's roving authorization code _____

ROVING AUTHORIZATION CODE

To use the roving authorization code to make an outside call,

1. Lift receiver.

2. Listen for internal dial tone.

3. Dial roving authorization code.

4. Listen for high-pitched holding tone or double-beep tone.

5. Dial forced authorization code.

6. Listen for internal dial tone.

7. Key in 9 (the outside-line access code).

8. Listen for external dial tone or triple-beep tone followed by external dial tone.

9. Dial outside number.

CHARGING CALLS TO ACCOUNTS

This section contains the features available for charging calls to account numbers. They are

- CDR account code
- Unchecked forced account code
- Unchecked forced account code with roving authorization code

CDR ACCOUNT CODE

Automatically recording the account code and other details about your call.

The call detail recording (CDR) feature, if installed in your system, automatically monitors the cost of outgoing calls and reports those costs to your communications manager in a CDR report. If your system has the CDR account code feature, you can charge a call to an account by assigning the account code to the call. The call then appears on the CDR report with the account code.

You can assign a CDR account code to both incoming and outgoing calls while the phone is ringing, during your conversation, or just before you hang up.

CDR on the CBX II 8000.

You cannot assign a CDR account code to a call on an incoming tie line.

CDR on the CBX II 9000.

You can assign a CDR account code before you place a call.

NOTE

You cannot use a CDR account code and an unchecked forced account code (UN-CHECKED FORCED ACCOUNT CODE, page 94) on the same call.

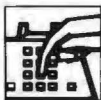You cannot use the save and repeat feature (SAVE AND REPEAT, page 48) on CDR account code calls.

CDR ACCOUNT CODE

To automatically record the account code and other details about your call,

1. Flash.

2. Listen for pulse tone and high-pitched holding tone.

3. Key in * 2.

4. Key in account code.

5. Continue conversation.

To automatically record the account code and other details about your call before you place the call (on the CBX II 9000),

1. Lift receiver.

2. Listen for internal dial tone.

3. Key in * 2.

4. Key in account code.

5. Listen for internal dial tone.

6. Key in 9 and dial outside number.

UNCHECKED FORCED ACCOUNT CODE

Using an unchecked forced account code to make an outside call from your extension.

In some systems, you need to enter an unchecked forced account code to make an outside call and for it to appear on a CDR report. This is a CDR account code that is not verified on a computer listing. It is important that you enter this code accurately.

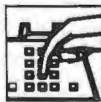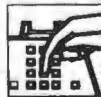---

NOTE

You cannot use a CDR account code (CDR ACCOUNT CODE, page 92) and an unchecked forced account code on the same call.

You cannot use the save and repeat feature (SAVE AND REPEAT, page 48) on unchecked forced account code calls.

UNCHECKED FORCED ACCOUNT CODE

To use your unchecked forced account code to make an outside call from your extension,

1. Lift receiver.

2. Listen for internal dial tone.

3. Key in 9 (the trunk access code).

4. Listen for high-pitched holding tone or double-beep tone.

5. Key in unchecked forced account code.

6. Listen for external dial tone.

7. Dial outside number.

UNCHECKED FORCED ACCOUNT CODE WITH ROVING AUTHORIZATION CODE

Using your unchecked forced account code to make an outside call from any extension.

To enter an unchecked forced account code when making an outside call, you may need to raise the class of service of a phone with limited features (such as an extension that only can be used to call the operator). To do this, first dial the system's roving authorization code to raise the class of service (ROVING AUTHORIZATION CODE, page 88). Then dial your own forced authorization code, which allows you to access an outside line from any extension.

NOTE

You cannot use a CDR account code (CDR ACCOUNT CODE, page 92) and an unchecked forced account code on the same call.

You cannot use the save and repeat feature (SAVE AND REPEAT, page 48) on unchecked forced account code calls.

UNCHECKED FORCED ACCOUNT CODE WITH ROVING AUTHORIZATION CODE

To use your unchecked forced account code to make an outside call from your extension,

1. Lift receiver.

2. Listen for internal dial tone.

3. Dial roving authorization code.

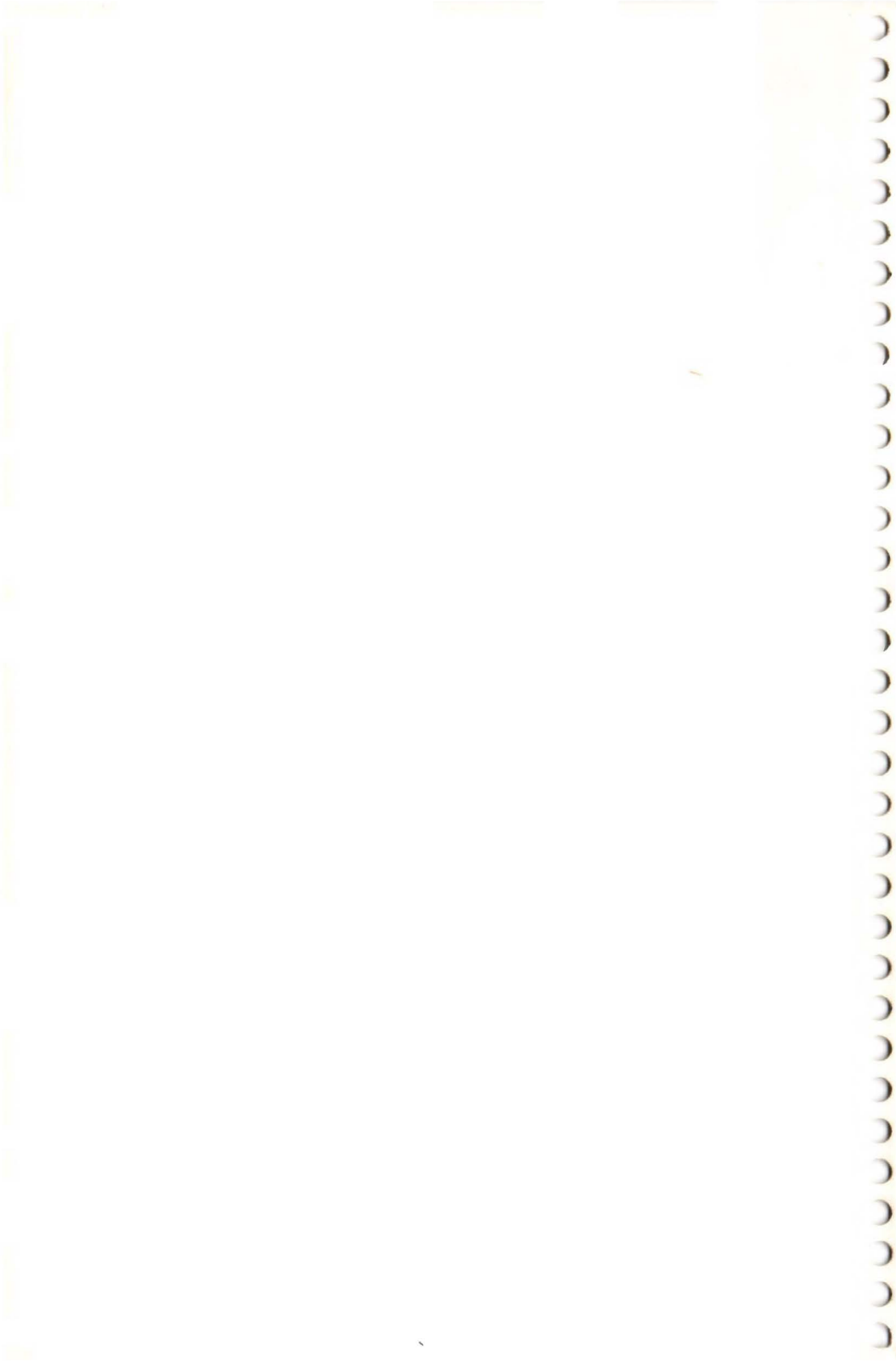**4.** Listen for high-pitched holding tone or double-beep tone.

5. Dial forced authorization code.

6. Listen for internal dial tone.

7. Key in 9 (the trunk access code).

8. Listen for high-pitched holding tone or double-beep tone.

9. Key in unchecked forced account code.

10. Listen for external dial tone.

11. Dial outside number.

DEALING WITH PROBLEM LINES

This section contains the features to use when you are having problems with your telephone line. They are

- Forced route override
- Bad line reporting

FORCED ROUTE OVERRIDE

Forcing the system to automatically redial an outside number over a different line.

The forced route override feature allows you to use a different outside line without redialing if the first line is busy or the connection is poor.

You can use this feature after you hear a public network busy signal or during your conversation. To use it during your conversation, first ask the party you called to hang up.

FORCED ROUTE OVERRIDE

To force the system to automatically redial an outside number over a different line,

1. Flash.

2. Listen for pulse tone and high-pitched holding tone.

3. # # PRS 7 Key in # # 7.

BAD LINE REPORTING

Automatically reporting a bad line.

The bad line reporting feature allows you to report a bad connection while you are engaged in an outside call.

A telephone technician uses the report to solve the problem.

Bad line reporting on the CBX II 9000.

You can use the bad line reporting feature on internal calls.

BAD LINE REPORTING

To automatically report a bad line,

1. Ask caller to hold.

2. Flash.

3. Listen for pulse tone and high-pitched holding tone.

4. ⁕ 5 6 3 Key in * 5 6 3.

5. Continue conversation.

QUICK REFERENCE FOR FEATURE CODES

After you become familiar with the procedures used to access each feature, use the following list as a quick reference for the feature access codes.

Add-on Call	Flash	[*] [GHI 4]
Bad Line Reporting	Flash	[*] [JKL 5] [MNO 6] [DEF 3]
Callback Camp-on	Flash	[#] [1]
Callback Camp-on Cancellation		[#] [#] [1]
Callback Queuing	Flash	[#] [1]
Callback Queuing Cancellation		[#] [#] [1]
Call Forwarding		[#] [WXY 9]
Call Forwarding Cancellation		[#] [#] [WXY 9]
CDR Account Code	Flash	[*] [ABC 2]
Conference (Add-on) Call	Flash	[*] [GHI 4]

QUICK REFERENCE FOR FEATURE CODES
(Continued)

Connect   [*] [1]
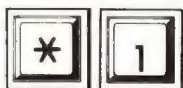
Consultation Call   Flash

Dial Call   [*] [TUV 8]

Do Not Disturb   [#] [JKL 5]

Do Not Disturb Cancellation   [#] [#] [JKL 5]

Executive Override   Flash [#] [TUV 8]
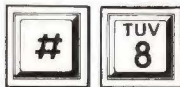
Forced Route Override   Flash [#] [#] [PRS 7]

Hold   Flash [*] [WXY 9]

Intercom Call   Flash [*] [*] [MNO 6]

Message Reminder   Flash [#] [1]

Message Waiting Cancellation   [*] [JKL 5] [ABC 2]

QUICK REFERENCE FOR FEATURE CODES
(Continued)

Night Call   [✳] [DEF 3] [OPER 0]

Park   Flash [✳] [MNO 6]

Pick-up

    Call Pick-up   [✳] [DEF 3]

    Group Pick-up   [✳] [✳] [DEF 3]

Privacy Call   Flash [#] [ABC 2]

Reconnect   Flash [✳] [1]

Save and Repeat

    To save a dialed number   Flash [#] [GHI 4]

    To repeat (call) saved number   [#] [PRS 7]

Station Speed Calling

    To set up a Station Speed Call   [#] [#] [DEF 3]

    To call a Station Speed Number   [#] [DEF 3]

Transfer   Flash [✳] [PRS 7]

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INDEX (cont'd)